DIAGRAM 13: Component #6 - Orchestrator (Request Routing)

```
                              ┌──────────────────┐
                              │ Customer Message │
                              └──────────────────┘
                                       │
                                       ▼
                              ┌──────────────────┐
                              │ Intent Classification │
                              └──────────────────┘
```

Order Status Query? 'order #', 'tracking', 'where is'	Product Info? 'what is', 'tell me about', product name	General Question? Conversational, no specific intent	Action Request? 'cancel', 'change', 'update'	Error/Unknown? Unclear, profanity, spam
→ Shopify API → Google Sheets lookup → Return order status	→ Knowledge Base search → Product catalog → Return product info	→ Direct to LLM → General context → Conversational response	→ Human handoff workflow → Alert operations team → 'We'll call you back'	→ Guardrails system → Safety check → Fallback response